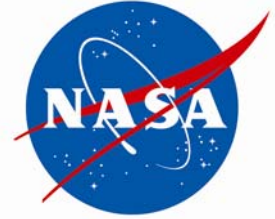


National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

# **Travel and Fleet Charge Card Agency Program Coordinator Service Delivery Guide**

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Revision: Basic  
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**Approved by**

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**July 9, 2007**

Date

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# Travel and Fleet Charge Card Program

## Introduction

The NASA Shared Services Center (NSSC) provides oversight and conducts internal controls related to the NASA Travel and Fleet Charge Card programs as the Lead Agency Program Coordinator (APC). Center APCs provide center level support including issuance of charge cards, monitoring of center charge card activity, and handling of center charge card issues. Links to referenced documents are located on the NSSC Customer Service Web.

## Authority

- Draft NASA Policy Directive 9070 – NASA Policy on Government Charge Cards
- NASA Charge Card Management Plan
- Draft NASA Travel Card Management Plan
- OMB Circular A-123 Appendix B – Improving the Management of Government Charge Card Program
- 41 Code of Federal Regulations, Federal Travel Regulations, Chapters 300-304
- NPD 9800.1 – NASA OIG Programs
- NPD 1210.2 – NASA Surveys, Audits, and Reviews Policy

## Overall roles and responsibilities

NASA Headquarters Agency Program Managers (APM) will:

- Manage the development of Agency-wide travel and fleet charge card policy and procedural requirements in support of NPD 1200.1, NASA Internal Control and Accountability
- Serve as the senior point of contact for implementation of Agency travel and fleet charge card policy and procedural requirements
- Ensure the update and submission of the annual NASA Charge Card Management Plan to OMB as required by Circular A-123, Appendix B
- Communicate verbally and in writing with the Lead APC for travel and fleet charge cards to verify compliance with internal controls and process improvements

- Coordinate audits on travel and fleet charge cards by the Office of the Inspector General (OIG) conducted in accordance with NPD 9800.1, NASA OIG Programs
- Coordinate audits on travel and fleet charge cards by the Office of Chief Financial Officer (OCFO), Office of Logistics and other responsible Agency-level offices at NASA Headquarters conducted in accordance with NPD 1210.2, NASA Surveys, Audits, and Reviews Policy
- Host audits by external organizations such as the Government Accountability Office (GAO) when such reviews are announced

The NSSC Lead APC will ensure:

- Relevant issues are communicated between Bank of America and the Center APCs
- Information on NASA policy, received from the APM, is communicated to the Center APCs
- Cardholder and APC training is monitored and updated as necessary
- "Best practices" are identified and communicated to Center APCs
- Appropriate internal controls are in place by monitoring Agency charge card activities to provide reasonable assurance cardholders are in compliance with Federal and Agency policies and procedures
- Appropriate participation in all external audits and reviews
- The appropriate data is compiled and submitted for monthly reporting to Headquarters and quarterly reporting to the Office of Management and Budget (OMB)
- Travel and Fleet charge card information on the NSSC Customer Service Web site remains current, including a list of current Center APCs
- Periodic communications with Center APCs, as required
- Communication of any significant deficiency in the effectiveness and efficiency of the Agency travel and fleet charge card programs to the APM for consideration of Agency-level action
- An alternate Lead APC is identified in the Points of Contact List on the NSSC Customer Service Web

Center Travel and Fleet APCs will:

- Facilitate the issuance of new charge card applications
- Facilitate the resolution of all cardholder issues by communicating with Bank of America and the cardholder as appropriate
- Identify best practices and submit to the Lead APC for consideration of Agency implementation
- Support the Lead APC in the standardization of an Agency travel and fleet charge card internal controls program

- Inform the Lead APC when circumstances result in the need to update the Service Delivery Guide
- Communicate with external auditors as requested by Headquarters
- Provide accurate and timely data to the Lead APC for OMB quarterly reports and internal controls programs
- As required, work with the Designated Billing Office to ensure charges to Centrally Billed Accounts (CBAs) are valid
- Ensure appropriate administration of the Center CBAs
- Report any identified travel and/or fleet charge card misuse to Center officials as appropriate
  - Center officials may include the cardholder's supervisor/manager and/or the Office of Human Capital
- Ensure an alternate Center APC is identified and provided to the Lead APC

#### Center Travel APCs will:

- Run specific EAGLS reports on a monthly basis to monitor cardholder activity
- Assist the Lead APC in the update of Agency training materials, as necessary
- Closely monitor cardholder status to ensure the receiving Center is notified upfront when a cardholder transfers to another Center
- Work with the Lead APC to ensure all cardholders receive appropriate training
- Closely monitor travel charge card payment delinquencies and report issues to Center officials as appropriate, and Lead APC as requested for HQ and OMB reporting
- Perform the function of closing cardholder accounts of retiring or separating cardholders

#### Center Designated Billing Office will:

- Receive, reconcile and pay CBA invoices
- As required, work with the Center APC to ensure charges to CBAs are valid
- As required, work with the Center APC on account administration

#### Travel Cardholder will:

- Ensure that NASA procedures for training, usage, security, and documentation are followed
- Ensure all charges are proper, legal, and reasonable
- Present tax exemption form to hotel merchants while on official travel

- Pay Bank of America travel charge card statement in full when due
- Ensure the safekeeping of the government travel charge card
- Work with merchants to resolve disputed charges
- Submit travel voucher for reimbursement within five work days of completion of travel
- Immediately notify Bank of America, the Center APC, and/or supervisor if charge card is lost or stolen
- Notify Bank of America by phone, through the Web, or by contacting the Center APC of mailing address and name changes
- Inform current Center APC if transferring from one NASA Center to another
- Ensure charge card is turned in to Center APC for disposal upon separation or retirement from NASA
- Notify Center APC of upcoming foreign or extended TDY travel

Fleet Charge Card users will:

- Use the charge card for official, authorized purchases only
- Retain receipts for fleet charge card purchases
- Ensure charges on CBA statements match receipts
- Ensure receipts and Bank of America bill statement are provided to Center APC for approval in a timely manner

Travel Cardholder Supervisors or Managers will:

- Provide written approval to the Center APC for issuance of travel charge cards, if required under current Center practice
- Recommend to the Center APC cancellation of a travel charge card if a cardholder is found misusing the travel charge card, as required under current Center practice



## Process – Travel Charge Card Lead and Center Agency Program Coordinator

### *Roles & Responsibilities*

Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p><b>Center Travel APC</b> New Cardholder Requirements</p>	<p>a. Receive request for a travel charge card from an employee</p> <p>b. Verify requester is eligible for a government travel charge card</p> <p>c. Request employee complete NASA travel charge card training</p>	<p>a. Ensure the applicant is eligible for a NASA travel charge card</p> <p>c. OMB Circular A-123, Appendix B requires all program participants complete training prior to enrollment</p> <p>Employees must certify that they have received training, understand Agency and Federal regulations and procedures, and know the consequences of inappropriate actions</p> <p>Currently training is provided through the NSSC web page located at:  <a href="https://www.nssc.nasa.gov/portal/site/customerservice">https://www.nssc.nasa.gov/portal/site/customerservice</a>. SATERN training is under development            Copies of all training certificates must be maintained pursuant to U.S. National Archives and Records Administration (NARA) requirements, General Records Schedule 1. Item 10a. SATERN training certificates will be maintained within the module</p> <p>Training for cardholders must provide general information on traveling for the government, Agency travel charge card policy and procedures, and proper charge card use. It must also familiarize cardholders with the Federal Travel Regulation (FTR), specifically Part 301-51 - Paying Travel Expenses and Part 301-54</p>

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Roles and Responsibilities	Action	Tips/Notes
	<p>d. Receive training certificate from employee</p> <p>e. Receive signed application from employee</p> <p>f. Complete the center APC portion of the application</p> <p>g. Fax the completed application to Bank of America</p>	<p>- Collection of Undisputed Delinquent Amounts Owed to the Contractor Issuing the Individually Billed Travel Charge Card</p> <p>d. Under the current training process, cardholders must sign a hard copy of the training document. Once SATERN training is implemented, certification will occur on line. The employee can then either print the certificate or the training report for submission to the APC as proof training is complete. The APC can then return the document to the applicant or discard it as SATERN will be the system of record</p> <p>e. Signature of the employee's supervisor is required under some Center's practice</p> <p>g. In order to obtain a Standard Charge Card, the employee must agree to a credit worthiness check by initialing the appropriate box on the application. Bank of America performs a credit check on the applicant, and once approved, sends the charge card to the cardholder. A Standard Charge Card is issued for employees with a personal credit score of 660 or greater</p> <p>The following limits are applied to Standard Charge Cards</p> <ul style="list-style-type: none"> <li>• Credit limit of \$25,000 (although lower limits may be determined appropriate based on Center practice)</li> <li>• Cash advance not to exceed \$300 in a 7-day rolling period for domestic travel</li> <li>• Cash advance not to</li> </ul>

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Roles and Responsibilities	Action	Tips/Notes
	<p>h. Monitor the status of cardholder applications in EAGLS until the employee receives the charge card and is added to the appropriate hierarchy within EAGLS</p> <p>i. Maintain cardholder applications for five years</p>	<p>exceed \$1,500 in a 7-day rolling period for foreign travel</p> <p>If the employee does not agree to a credit worthiness check, or has a credit score below 660, a Restricted Charge Card with a credit limit of \$5,000, may be issued. Credit scores are not forwarded to NASA</p>
<p>Step 2</p> <p><b>Center Travel APC</b></p> <p>New Center Supervisors/Managers</p>	<p>a. Ensure any new Center supervisor or manager takes cardholder training</p>	<p>a. New supervisors and managers must comply with the same training requirements listed under Step 1 for new cardholders if they are not also a cardholder</p>
<p>Step 3</p> <p><b>Center Travel APC</b></p> <p>Transferring, Separating or Retiring Cardholders</p>	<p>a. Initiate transfer of cardholder account in EAGLS. Notify gaining center APC of the transfer through email, providing the cardholder name and the last 8 digits of the account. Gaining center APC will pull the cardholder into the center hierarchy in EAGLS</p> <p>b. Separating or Retiring- Close the EAGLS account and destroy the charge card when returned by the cardholder</p>	<p>a. Full account numbers should never be provided through unencrypted emails</p>
<p>Step 4</p> <p><b>Center Travel APC</b></p> <p>Monitor and Report on Cardholder Activity</p>	<p>a. Monitor cardholder delinquencies by running the following reports in EAGLS on or about the 10<sup>th</sup> calendar day of each month:</p> <ul style="list-style-type: none"> <li>• Delinquency Report (delinquent over 30 days)</li> <li>• Pre-suspension Report (45 days past due)</li> <li>• Suspension/Pre-cancellation Report (61 days past due-within 10 days of cancellation-cancellation occurs on day 126)</li> <li>• Charge Off Report</li> </ul>	<p>a. The billing cycle and stages of delinquency are as follows:</p> <ul style="list-style-type: none"> <li>• An account is considered delinquent when it has balances over 45 days past due from the billing cycle date</li> <li>• At 61 days after the statement date, the account is suspended</li> <li>• At 126 days after the statement date, the account is canceled</li> </ul> <p>Bank of America sends letters of delinquency, pre-suspension, and pre-cancellation to the cardholder. Once a suspended</p>

Roles and Responsibilities	Action	Tips/Notes
	<p>Run the following report as of the 27<sup>th</sup> calendar day</p> <ul style="list-style-type: none"> <li>• Cancellation report</li> </ul> <p>b. When cardholder is 45 days delinquent, notify the cardholder in writing (e-mail is acceptable). Other Center personnel are notified based on current Center practices. (reference Appendix A).</p> <p>At 60 days delinquent, notify the cardholder in writing (e-mail is acceptable). Other Center personnel are notified based on current Center practices. This may include the cardholder's supervisor, manager, director and the Office of Human Capital</p> <p>At 90 days, the cardholder is notified again in writing of pending charge card cancellation at 126 days. Other Center personnel are notified as stated under the 60 day notification</p> <p>Maintain records of each month's report results and all related correspondence</p> <p>c. Monitor cardholder activity at a minimum of once each month by running the following reports in EAGLS :</p> <ul style="list-style-type: none"> <li>• Transaction Activity Report</li> <li>• Airline Exception Report</li> <li>• Account Renewal Report</li> <li>• ATM/Cash Activity Exceptions Report</li> </ul>	<p>account is paid in full, Bank of America lifts the suspension. Once a charge card is cancelled, Bank of America begins the recovery, collection and/or charge off processes.</p> <p>b. Procedures for running the reports are in EAGLS</p> <p>Appendix A includes a sample letter. This letter, or a similar Center developed letter, is sent to the cardholder (and other Center personnel based on current Center practices) for delinquencies. If using the sample letter, the APC will update the appropriate fields before submitting to the affected parties</p> <p>c. Authorized use of travel charge cards is controlled by approved Merchant Category Codes (MCC), which limits where charge cards will be accepted. Center APCs will utilize Bank of America tools to assist in monitoring, as appropriate. Tools include the email alert option, job aids, reference guides, etc.</p> <p>The Airline Exception Report lists accounts with airline transactions where name on the airline ticket</p>

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Roles and Responsibilities	Action	Tips/Notes
	<p>d. Monitor charge card maintenance by running the following reports quarterly</p> <ul style="list-style-type: none"> <li>Account Listing Report</li> </ul> <p>e. Use the following reports as needed for research purposes:</p> <ul style="list-style-type: none"> <li>Exceptions-Returned Check Charge Report</li> <li>Authorization/Declines Report</li> <li>Non-Travel Activity Report</li> </ul> <p>f. Closely monitor specific cardholders suspected of misuse or abuse, as warranted</p> <p>Maintain records of each month's report results</p> <p>Immediately inform the cardholder's supervisor and/or Office of Human Capital, as appropriate under current Center practice, of any suspected or detected misuse or abuse</p> <p>Support the Lead APC on requests for data to complete all reporting requirements and in support of internal controls reviews</p>	<p>is not a direct match with the Travel Charge Card account</p> <p>The ATM/Cash Activity Exception Report lists cash transactions for the requested time frame for accounts</p> <p>e. The Authorization/Declines Report lists declined transactions by MCC for all accounts during the requested time frame,</p> <p>The Non-Travel activity report lists accounts that have transactions such as cash, fuel, or food, with no other supporting transactions such as airline, car rental or lodging</p> <p>f. Specific monitoring is warranted when Center or Lead APC monitoring indicates a potential risk to the Agency</p>
<p>Step 5</p> <p><b>Center Travel APC</b></p> <p>Training Requirements for Current Cardholders, Supervisors, and Managers</p>	<p>a. Work with the Lead APC to ensure all current cardholders, supervisors, and managers take refresher training every three years</p>	<p>a. Once SATERN training is implemented, the Lead APC will monitor agency training records and notify the center APCs when refresher training is due</p>

Roles and Responsibilities	Action	Tips/Notes
<p>Step 6</p> <p><b>Center Travel APC</b></p> <p>Requirements for New Center Travel APC</p>	<p>a. Complete APC training prior to appointment by attending or completing on-line, appropriate Bank of America and/or GSA training classes</p>	<p>a. All APCs must understand their roles and responsibilities to ensure compliance with Agency and Federal regulations. Training must include the proper management, control and oversight tools and techniques available within EAGLS, FTR Part 301-70, Internal Policy and Procedures Requirements, Subpart H, Policies and Procedures Relating to Mandatory Use of the Government Contractor-Issued Travel Charge Card for Official Travel Section 301-70.700 through 708</p> <p>Additional or refresher training may be obtained at the annual GSA Conference</p> <p>APCs must also complete cardholder training</p>
<p>Step 7</p> <p><b>Lead Travel APC</b></p> <p>Monitor training requirements</p>	<p>a. Once SATERN training is on-line, periodically run SATERN reports to identify all Agency employees who have taken cardholder training and the date training was completed</p> <p>Obtain a listing of current cardholders from EAGLS. Add all current supervisors and managers and all Center Travel APCs and Alternate APCs</p> <p>Match the two lists to determine which employees require refresher training</p> <p>b. Provide center APCs with a listing of those requiring refresher training. Follow up as appropriate to ensure training is complete</p>	<p>a. Refresher training is required every three years. Reports will be run to document last training completed to ensure Federal requirements are met</p>
<p>Step 8</p> <p><b>Lead Travel APC</b></p> <p>Prepare monthly</p>	<p>a. Run adhoc delinquency report in EAGLS</p> <p>b. Request explanations for delinquencies from Center</p>	

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Roles and Responsibilities	Action	Tips/Notes
delinquency report	<p>APCs</p> <p>c. Prepare consolidated delinquency report based on EAGLS report results and Center provided data</p> <p>d. Submit delinquency report to APM by the 10<sup>th</sup> of each month and c.c. Center APCs</p>	
<p>Step 9</p> <p><b>Lead Travel APC</b></p> <p>Prepare quarterly report for OMB</p>	<p>a. Compile, analyze and review charge card activity information for submission to OMB by 26<sup>th</sup> of month following end of quarter</p>	<p>a. OMB Circular A-123 Appendix B, Section 5.3 mandates quarterly reporting. Report data elements are: number of Agency charge cards; number of active accounts; percentage of employees that are cardholders; net number of new accounts; charge card dollars spent; total refunds earned; percentage of potential refunds earned; number of cases reported to the Agency Lead APC or OIG for possible charge card misuse and/or abuse; number of administrative and/or disciplinary actions taken for charge card misuse, including delinquency; number and percentage of travel charge cards by monthly/transaction limits; number and percentage of travel charge cards by ATM withdrawal limits; and, percentage of travel cardholders that travel less than 5 times a year</p>
<p>Step 10</p> <p><b>Lead Travel APC</b></p> <p>Monitor and Report on Agency Activity</p>	<p>a. Oversee semi-annual travel charge card reviews as outlined in internal controls plans and travel charge card audit plans</p> <p>b. Utilize all data to evaluate if additional internal controls processes require updating</p> <p>c. Notify APM of results for use in evaluating effectiveness of NASA policy</p>	

## Process-Fleet Charge Card Lead and Center Agency Program Coordinator

### *Roles & Responsibilities*

Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p>Center Fleet APC</p> <p>New charge card/account requirements</p>	<p>a. Receive request for new fleet charge card</p> <p>b. Complete and sign Bank of America fleet charge card application form</p> <p>c. Fax completed form to Bank of America</p> <p>d. Monitor the status of fleet charge card applications by contacting Bank of America if the charge card is not received</p> <p>e. Upon charge card receipt, provide the charge card and guidance for proper use to the appropriate Center Transportation point of contact (vehicle primary driver, fleet manager)</p>	<p>a. New fleet charge card applications are located at <a href="http://www.gov-eagls.bankofamerica.com">www.gov-eagls.bankofamerica.com</a></p> <p>e. Fleet account credit limit standard is \$2000 for aircraft and \$800 for all other categories. Fleet charge card use is authorized for purchase of fuel, maintenance and repair of motorized vehicles, aircraft, boats, and motorized equipment used while conducting official government business</p> <p>Fleet charge cards remain with the Center Transportation Officer or designee, who is responsible for its safekeeping and proper use</p>
<p>Step 2</p> <p>Lead APC</p> <p>Maintenance, monitoring and reporting fleet charge card activity and tax recovery</p>	<p>a. Update APC information as needed</p> <p>b. Monitor fleet charge card activity by running EAGLS reports for each Center Fleet CBA</p> <p>c. Receive and compile data as necessary and submit to OMB by 26<sup>th</sup> of month following the end of the</p>	<p>a. Go to EAGLS website, <a href="http://www.gov-eagls.bankofamerica.com">www.gov-eagls.bankofamerica.com</a> and input correct APC contact information</p> <p>b. In EAGLS click report tool, Fleet Mastercard. Run Account Activity report, Fuel/Non-fuel summary report, statistical summary report, and tax summary report</p> <p>c. Bank of America provides account activity and delinquency data and charts. Forward this information to OMB</p>

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Roles and Responsibilities	Action	Tips/Notes
	<p>quarter</p> <p>d. Receive tax recovery forms from Bank of America, sign forms and forward to appropriate state points of contact</p>	<p>OMB Circular A-123 Appendix B, Section 5.3 mandates quarterly reporting. Required data includes: number of charge cards; number of active accounts; percentage of employees who are cardholders; net number of new accounts; charge card dollars spent; total refunds earned; percentage of potential refunds earned; number of cases reported to OIG or APM for possible charge card misuse and/or abuse; number of administrative and/or disciplinary actions taken for charge card misuse</p> <p>d. The Federal Government is exempt from paying most state and local taxes. In some states and localities, the Federal Government is required to pay state and local taxes, but is eligible to recover the taxes in the form of a refund, upon application to the state or locality</p>
<p>Step 3</p> <p>Center Fleet APC</p> <p>Certifying Fleet CBA statement for payment</p>	<p>a. Receive Fleet CBA statement bill and receipts from Center vehicle POC</p> <p>b. Verify charges on bill agree with receipts and charges are for authorized purchases</p> <p>c. Sign statement as certification of bill payment and forward to Center Finance/Accounts Payable organization for payment processing</p> <p>d. Work with Center Finance/Accounts Payable to ensure timely payment of the Fleet CBA statement as necessary</p>	

## Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC	Customer service satisfaction survey	Center Travel and Fleet APCs	Overall satisfaction rating across Agency

## Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

## System Components

### *Existing Systems*

IT System Title	IT System Description	Access Requirements	IT System Interfaces
SAP-Core Financials	Accounting system of record	Supervisor approval of access application form and subsequent approval of IEMP	
SATERN	Training system of record	Request user id and password	
Travel Manager	Travel Authorization and Voucher system	Request user id and password	
Tech Doc	NSSC Document Repository	Request user id and password	
Remedy	NSSC internal workflow	Request user id and password	
EAGLS	Bank of America's on-line software for managing user accounts, extracting data with reports, changing cardholder information	Lead or Center APC approval of access request and subsequent approval by Bank of America for APC access and register to get user id and password for cardholder access	

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## Customer Contact Center Strategy

### ***Menu Positioning***

Upon calling the 1-877-NSSC123 (1-877-677-2123) Customer Contact Center number, the NSSC menu will be presented through the Interactive Voice Response unit (IVR), which is a software application that accepts a combination of voice telephone input and touch-tone keypad selection and provides appropriate responses in the form of voice. Calls relating to Travel or Fleet Charge Cards are to be resolved at the Level 1 after the Initial menu introduction.

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## Customer Contact Center Strategy

### ***Call Routing***

Many calls can be handled by referring to the training document provided by the Travel and Fleet Charge Card Lead APC. For calls that cannot be resolved at first contact, those questions will be referred to the Civil Service POC.

Example 1:

- Level 1 (Contact Center)
- Level 2 (Skip to Step 3)
- Level 3 (Civil Service)
  - *Agency Travel and Fleet Charge Card Lead APC*
  - *Alternate Agency Travel and Fleet Charge Card Lead APC*

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## Contact Center Strategy

### ***Priority and Escalation***

Remedy is the case management system for the NSSC. This system is capable of recording and assigning each customer request, "case," that comes into the contact center. The cases are assigned priorities and escalation routing based on pre-determined business rules.

There are no priority scenarios. Calls will be assigned and handled as received. All calls receive the highest priority attainable and are resolved as quickly as possible.

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## Appendix A

### *Example cardholder delinquency notice*

Dear Mr./Ms.,

The purpose of this correspondence is to make you aware of the status of your Government Travel Card account with the Bank of America and to offer assistance to you if you need it. It has come to our attention, based on Bank of America information dated October 12, 2006, that your Government Travel Card account has balances that are past due in excess of 45 days from the billing date. The Bank of America will suspend your Government Travel Card if your account has balances that are past due 60 days from the billing date. When a card is suspended, it cannot be used for transactions until the past due balance is paid in full.

Please remember the following:

- The Bank of America will suspend your account when it has balances that are past due by 60 days from the billing date.
- The Bank of America will cancel your account when it has balances that are past due by 126 days from the billing date. If your card is canceled, you may no longer be eligible for a Government Travel Card.
- The Government Travel Card is to be used only in connection with official travel.
- You are required to complete your voucher no later than five (5) business days after you return from your trip.
- Please contact us if you have problems in receiving payments from a filed travel voucher.
- Your next payment is due on October 17, 2006. You may pay by check or by using [www.myeasypayment.com](http://www.myeasypayment.com).

**This letter is for your information only.** If you have any questions, or feel that your account should not be suspended, please contact the Bank of America at 1-800-472-1424.

For local assistance, please call  
Coordinator (APC).

Center Agency Program

## Appendix B

### Detailed Travel and Fleet Charge Card Program Process Flows

